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Introduction

This document provides important information about Tivoli NetView for Windows NT, Version 6.0.2. These notes are the most current information for the product and take precedence over all other documentation. Please note that the version of Tivoli NetView described in this document is both a complete new installation and an upgrade to Tivoli NetView for Windows NT V6.0, and all information contained in the Tivoli NetView for Windows NT Release Notes Version 6.0 also applies to Tivoli NetView for Windows NT V6.0.2 unless otherwise noted in this document.

This document, together with the Tivoli NetView for Windows NT Release Notes V6.0, and the Tivoli NetView for Windows NT User's Guide, provides all of the necessary information for planning and performing the installation of Tivoli NetView for Windows NT V6.0.2. Please review these notes thoroughly before installing or using this product.

New Features

The following information describes new and changed functionality that has been incorporated into the Tivoli NetView for NT product since the Tivoli NetView for NT V6.0 release:

QuickTest

QuickTest is an enhanced ping tool that polls all managed interfaces and quickly determines the complete status of the node. QuickTest displays the ifAdminStatus and ifOperStatus of each interface for nodes that use SNMP to poll for status. For all other nodes, QuickTest displays the ping result for each interface. If the status of an interface has changed, the map is updated and an event sent.

QuickTest is available from the NetView console and NetView Web client by selecting Test->QuickTest or Test->QuickTest Critical. You must have one or more nodes selected to access the QuickTest menus. The Test->QuickTest Critical menu item only polls
New Features

interfaces that are currently marked as down. The Test->QuickTest menu item polls all interfaces, regardless of their current status.

You may also run QuickTest from the command line. The QuickTest command has the following syntax:

```
quicktest -n nodename [-z] [-P] [-F]
```

where `-n nodename` specifies the node to be polled, and is required.

Other options include:

- `-z` Only poll down interfaces.
- `-P` Use ping instead of SNMP requests to poll SNMP Status nodes.
- `-F` Send an event for all polled interfaces, regardless of whether there is a status change. Normally, an event is only sent when the status has changed.

Demand Poll Enhancements

During periods when the netmon daemon is busy, such as during initial discovery or during bursts of status or configuration polling, it is not uncommon for a demandpoll request to fail with a message that netmon was too busy to perform the operation. The netmon daemon has been enhanced to give demandpoll and quicktest operations priority, resulting in fewer such failures.

Loadhosts Enhancement

The loadhosts utility now provides the capability to add new interfaces as Unmanaged.

The input file for the loadhosts command specifies the interfaces to be created in the NetView databases. A new token `!` can be added to the beginning of entries in this file to indicate that they should be created as Unmanaged. This option overrides the `-d` switch on the loadhosts command line (which specifies to create all interfaces as down).

In the following sample loadhost input file, the interface 14.8.2.100 is created as Unmanaged:

```
!14.8.2.100 myrouter.ibm.com myroute
```
When using this loadhosts capability, the netmon -I switch should be set to create new networks as managed. You can do this on the netmon configuration page of Server Setup.

**Unsolicited Generic Traps**

The Netmon daemon now dynamically verifies and sets the status for the node or interface when it receives the following generic traps: Warm Start, Cold Start, Link Down, and Link Up.

**Ping and SNMP Timeout Values**

Netmon no longer dynamically adjusts the ping and SNMP timeout values. They remain as configured in the SNMP Options dialog.

**Router Fault Isolation Automatically Enabled**

The Router Fault Isolation feature (also known as Event Suppression) is now active by default in NetView. Router Fault Isolation attempts to differentiate between nodes that are actually down and those that are simply unreachable due to the router servicing them being down. For a detailed explanation of Router Fault Isolation, see the description in `\usr\ov\doc\RouterFaultIsolation.htm`. If this feature is not desired, you can turn it off using the `-K 0` option for netmon.

This option has the following syntax:

```
-K 0 | 1
0    Turn Router Fault Isolation OFF
1    Turn Router Fault Isolation ON. This is the default.
```

To turn this feature off, add `-K 0` to the `netmon.lrf` file and enter the following commands:

```
\usr\ov\bin\ovstop netmon
\usr\ov\bin\ovdelobj \usr\ov\lrf\netmon.lrf
\usr\ov\bin\ovaddobj \usr\ov\lrf\netmon.lrf
\usr\ov\bin\ovstart netmon
```
New Features

**HSRP Interface Enhancements**

The netmon daemon now allows customers to decide whether or not to use MAC addresses found in the ARP tables to determine whether an interface is HSRP. In previous releases of Tivoli NetView V6, the default netmon action was to identify HSRP interfaces defined explicitly in the netmon seed file, and then try to identify additional HSRP interfaces by looking for HSRP MAC addresses in the ARP tables. In Tivoli NetView V6.0.2, netmon assumes all HSRP interfaces are explicitly defined in the netmon seed file unless the netmon `-V` option is given. If the `-V` option is given, netmon uses the same algorithm for determining HSRP interfaces as in previous releases, looking in both the netmon seed file and in the ARP tables.

Do **not** enable this option if you have HSRP routers with proxy ARP enabled. Doing so will cause proxied ARP table entries to be incorrectly identified as HSRP interfaces which will later need to be automatically deleted, causing unwanted database and trap activity.

**Redundant Gateway Support**

The netmon daemon has been enhanced to support redundant gateways. Commonly, redundant gateways are implemented as duplicate interfaces on multiple routers rather than a virtual interface as in HSRP. Previously, redundant gateways were reported as duplicate IP addresses. By placing the redundant interface in the netmon seed file and prefixing it with the HSRP flag (e.g. `%192.168.0.1`), the interface will be treated as an redundant interface rather than an interface with an erroneously defined duplicate IP address. The active router will then be HSRP polled.

**Reduced Polling to Routers**

As a part of the Router Fault Isolation feature, a new option `-k 2` has been added to netmon to prevent status polling to any router with a current status of Unreachable.

**Note:** If this option is used, it may be necessary to manually ping a node in an occluded area to start recovery for some isolated routers.

This option has following syntax:
**New Features**

-k 0 | 1 | 2

0  
Do not suppress any pings or SNMP requests.

1  
Suppress pings and all SNMP requests to non-routers in Unreachable subnets. This is the default.

2  
Suppress pings and all SNMP requests to Unreachable routers.

To prevent status polling to any routers with a current status of Unreachable, add `-k 2` to the `netmon.lrf` file and enter the following commands:

```bash
/usr/ov/bin/ovstop netmon
/usr/ov/bin/ovdelobj /usr/ov/lrf/netmon.lrf
/usr/ov/bin/ovaddobj /usr/ov/lrf/netmon.lrf
/usr/ov/bin/ovstart netmon
```

**TEC Adapter SmartSet Filtering**

SmartSet filtering on the TEC Adapter (both secure and unsecure versions) has been enhanced:

- SmartSet filtering can be done on traps of any enterprise, including generic traps
- The TEC Adapter is sensitive to dynamic changes in SmartSet membership
- Problems with Node Down and NetView Service Down traps have been corrected

*Description on SmartSet filtering*

SmartSet filtering acts as a pre-filter to the TEC Adapter on NT and is based on nodes. You should only use SmartSets that have nodes as members. For the purposes of SmartSet filtering, the node name is extracted from the second varbind for NetView enterprise traps, and from the agent address field for all others. Keep this in mind when selecting NetView traps.
System Requirements

All traps pass the SmartSet pre-filter, by default. A trap will only be filtered out at this stage if:

- there is an entry in `tecSmartsetFilter.conf` for it
- the entry has one or more SmartSets listed against it
- the node associated with the trap is not a member of any of the listed SmartSets

See the file `\usr\ov\conf\tecSmartsetFilter.conf` for details of the syntax.

Once the trap has passed the filter, it is subject to the rules specified in the standard TEC Adapter configuration files.

**Tracing and Logging**

To diagnose a problem, edit `\usr\ov\conf\tecad_nv6k.err` to enable logging for the DRVSPEC module by specifying a file name against each level. Note that serious issues starting the daemon will always be logged in the NetView log file, `\usr\ov\log\nv.log`.

For errors relating to SmartSet filtering, including `tecSmartsetFilter.conf` errors, see the file `\usr\ov\log\nvtecad.log`. The `tecad_nv6k.err` file by default now lists this file for FATAL, MAJOR, and MINOR level errors.

Turn on the NORMAL level to see the results of parsing the `tecSmartsetFilter.conf` file, and to see the membership of each SmartSet at startup and when it changes.

**System Requirements**

The system requirements provided in the *Tivoli NetView for Windows NT User’s Guide, Version 6.0* are accurate and up-to-date. Refer to this manual for systems requirements information for the supported platforms.

**Installation Notes**

To install Tivoli NetView for Windows NT V6.0.2, follow the instructions in *Tivoli NetView for Windows NT Release Notes*
Patches Required for this Release

V6.0. A copy of those release notes can be found on the Tivoli NetView for Windows NT V6.0.2 Installation CD-ROM in the \Support\RelNotesV600.html file.

Patches Required for this Release

No additional patches are required for Tivoli NetView for Windows NT V6.0.2.

Defects Fixed in this Release

The following is a list of the customer-reported problems fixed in Tivoli NetView for Windows NT V6.0.2:

<table>
<thead>
<tr>
<th>APAR #</th>
<th>Abstract</th>
</tr>
</thead>
<tbody>
<tr>
<td>IY09482</td>
<td>Devices hidden on GUI are displayed in web interface</td>
</tr>
<tr>
<td>IY11230</td>
<td>Jetty server directory browsing limits # of files</td>
</tr>
<tr>
<td>IY11666</td>
<td>JAVA.IO.IOEXCEPTION due to closed file descriptor</td>
</tr>
<tr>
<td>IY11954</td>
<td>SNMPCollect Schedule Data Purge screen resets value to zero</td>
</tr>
<tr>
<td>IY12281</td>
<td>Flag reset on routers with unnumbered interfaces</td>
</tr>
<tr>
<td>IY12454</td>
<td>Graphed snmp data not on correct time axis</td>
</tr>
<tr>
<td>IY12499</td>
<td>NetViewNT unable to receive TCP traps from others</td>
</tr>
<tr>
<td>IY12632</td>
<td>NetView 6.0 Web Client - Ping Interface option grayed out</td>
</tr>
<tr>
<td>IY12648</td>
<td>Need to allow unnumbered links on any interface</td>
</tr>
<tr>
<td>IY12896</td>
<td>NetViewNT discovering too many nodes</td>
</tr>
<tr>
<td>IY12916</td>
<td>NetViewNT - Web client cores accessing maps</td>
</tr>
<tr>
<td>IY13044</td>
<td>NetViewNT - Web Client not loading mibs</td>
</tr>
<tr>
<td>IY13217</td>
<td>Smarset includes nodes that do not match rule</td>
</tr>
<tr>
<td>IY14056</td>
<td>HSRP routers not being managed correctly</td>
</tr>
</tbody>
</table>
Defects Fixed in this Release

<table>
<thead>
<tr>
<th>APAR #</th>
<th>Abstract</th>
</tr>
</thead>
<tbody>
<tr>
<td>IY14228</td>
<td>Change in IOS invalidates CDP Cache Address</td>
</tr>
<tr>
<td>IY14262</td>
<td>Netmon cores when Solaris RFI enabled</td>
</tr>
<tr>
<td>IY14708</td>
<td>SNMP Address field in topology DB is incorrect</td>
</tr>
<tr>
<td>IY15033</td>
<td>Netmon not handling redundant gateways correctly</td>
</tr>
<tr>
<td>PJ27014</td>
<td>snmpdump -wn and -sv flags not working</td>
</tr>
<tr>
<td>PJ27111</td>
<td>Display dies when cursor placed over device</td>
</tr>
<tr>
<td>PJ27218</td>
<td>NetView GUI crashes after deleting icon</td>
</tr>
<tr>
<td>PJ27349</td>
<td>The loadmibV2 command doesn't fail when MIB not found</td>
</tr>
<tr>
<td>PJ27372</td>
<td>NetView NT/UNIX match incoming traps differently</td>
</tr>
<tr>
<td>PJ27435</td>
<td>SnmpCollect collecting on nodes with non-public com string</td>
</tr>
<tr>
<td>PJ27546</td>
<td>Customized NV.CARRIERS file must be migrated</td>
</tr>
</tbody>
</table>

The following is a list of the customer-reported problems fixed in Tivoli NetView for Windows NT V6.0.1 and succeeding releases:

<table>
<thead>
<tr>
<th>APAR #</th>
<th>Abstract</th>
</tr>
</thead>
<tbody>
<tr>
<td>IY06997</td>
<td>XNMLoadMIB2 fails to parse the &quot;bits&quot; construct</td>
</tr>
<tr>
<td>IY09513</td>
<td>Document that Server/Client need static IP addresses</td>
</tr>
<tr>
<td>IY09823</td>
<td>LoadMIBV2 only displaying last MIB loaded</td>
</tr>
<tr>
<td>IY09874</td>
<td>Location container puts icons on user plane when cut/pasting</td>
</tr>
<tr>
<td>IY10014</td>
<td>NetViewNT V6.0 TEC Adapter dying randomly</td>
</tr>
<tr>
<td>IY10046</td>
<td>NetView NT V6 graph tool showing no data when data exists</td>
</tr>
<tr>
<td>IY10191</td>
<td>Display of non-ip topology not supported on NetViewNT client</td>
</tr>
</tbody>
</table>
Product Limitations and Workarounds

<table>
<thead>
<tr>
<th>APAR #</th>
<th>Abstract</th>
</tr>
</thead>
<tbody>
<tr>
<td>IY10623</td>
<td>Cut/Paste operation taking too long on Solaris</td>
</tr>
<tr>
<td>IY11008</td>
<td>Cannot start NetView JRE processes if CLASSPATH is set</td>
</tr>
<tr>
<td>PJ26888</td>
<td>If machine name &gt; 14 characters, NVPagerd won’t dial modem</td>
</tr>
<tr>
<td>PJ26903</td>
<td>SNMPCollect problem if smartset name used in collection</td>
</tr>
<tr>
<td>PJ26952</td>
<td>Application toolbar icons go blank when background changed</td>
</tr>
<tr>
<td>PJ26953</td>
<td>Graph.exe chokes on Y2K data provided by event browser</td>
</tr>
<tr>
<td>PJ26956</td>
<td>NVWakeUp -n doesn’t work with interface names with spaces</td>
</tr>
<tr>
<td>PJ26960</td>
<td>Using ruleset containing event attribute for origin fails</td>
</tr>
<tr>
<td>PJ27049</td>
<td>NVPage failing due to timing issues with the modem comm</td>
</tr>
<tr>
<td>PJ27111</td>
<td>UpTimer -d gives syntax error with MSQL 6.5</td>
</tr>
</tbody>
</table>

Product Limitations and Workarounds

1. A known problem with Installshield occurs on the last screen of the NetView installation when clicking Finish or hitting the enter key multiple times will result in the user being logged off his machine rather than the machine being rebooted. If this occurs, the user may correct the situation by manually shutting down the system and rebooting.

2. If the Seed File Editor, TEC Adapter Configurator, Web client, or Web server are executing during a deinstallation, the deinstall process will not be able to delete some of the files in the \usr\ov area, and the results of the deinstallation are suspect. In order to avoid this problem, users should shut down any NetView Java applications prior to installing or deinstalling NetView.

3. The machine upon which Tivoli NetView is installed must not be named “NetView” in any combination of upper or
Product Limitations and Workarounds

lower case letters. Windows NT confuses the name of the machine with the name of the NetView account used for client/server communications, and the Tivoli NetView install will fail.

4. During an upgrade installation to Tivoli NetView for Windows NT V6.0.2, the following popup message may appear:

SERVER FILESHARE CREATION UNSUCCESSFUL

Setup was unable to create the server side of the fileshare. Please use the File Manager to create a share called NetView pointing to DriveID:

If this message appears, press the OK button, and the installation will complete successfully. After the installation is completed, you will need to create a fileshare called NetView pointing to the drive where Tivoli NetView was installed for normal NetView server/client operation.

5. Tivoli NetView V6.0 and succeeding maintenance releases do not support the Java 2 technology found in JDK 2.0. Tivoli NetView V6 requires JRE 1.1.8 to be installed on the system in order to run the Tivoli NetView WEb Client as an applet.

6. The new QuickTest functionality is not available in the native console or in the web client if NetView is displaying Simplified Chinese, Japanese, or Korean. However, if "Test" is selected from the commands pulldown in the Application Monitor (a.k.a. appmon) the subcommands pulldown will contain two extra entries. In English these two entries are correctly labeled "QuickTest" and "QuickTest Critical". In Chinese and Korean these entries are both incorrectly labeled "Open this document". In Japanese these entries are both incorrectly labeled with the Japanese translation for "Open this document".

7. The Tivoli Framework does not yet support Windows 2000 as a managed node. Until that capability is available,
the Tivoli Integration Pack for NetView (TIPN) is not supported on Windows 2000.

Documentation Changes

1. In *Tivoli NetView for Windows NT User’s Guide, Version 6.0*, Chapter 6, the following:

   Rulesets:

   The NetView for Windows NT correlation daemon can use ruleset files created by NetView for Unix ruleset editor. Currently, this is the primary means of creating rulesets. The NetView for Windows NT product includes a number of predefined standard rulesets. To learn more about ruleset editing, refer to the ruleset reference page in the *TME 10 NetView Administrator’s Reference*.

   should be replaced as follows:

   Rulesets

   The NetView for Windows NT correlation daemon can use ruleset files created by the Tivoli NetView for UNIX ruleset editor. Currently, this is the primary means of creating rulesets. However, this does not mean that all functions available in the Tivoli NetView for UNIX ruleset editor are supported in Tivoli NetView for Windows NT. Many of the ruleset nodes available in the UNIX version require corresponding code in other parts of the product to carry out their functions and this code is not present in the NT version. The following ruleset nodes are not supported in NetView for Windows NT rulesets:

   - Action Node
   - Block Node
   - Override Status and Severity Node
Product Notes

- Pager Node
- Resolve Node
- Setstate Node.

In addition, some functions, while supported on Tivoli NetView for Windows NT, will not work the same way. For example, while In-Line Action nodes are supported on NT, one cannot use them to launch a Windows console application (one which displays a GUI to the operator), since background processes, such as the correlation daemon, do not have console access in NT.

The Tivoli NetView for Windows NT product includes a number of predefined standard rulesets, and these should be used as a guide for the types of operations which rulesets can successfully perform in Tivoli NetView for Windows NT. To learn more about ruleset editing using the Ruleset Editor, see the nvrsetEdit(1) reference page in the Tivoli NetView for UNIX Administrator’s Reference 6.0 and "Creating and Editing a Ruleset" in the Tivoli NetView for UNIX Administrator’s Guide 6.0.

2. Additional documentation for the netmon -a flag has been placed in the file \usr\ov\doc\netmonaction.readme.

Product Notes

1. Windows NT systems running Tivoli NetView for Windows NT Version 6.0 server or client must have statically assigned IP addresses. DHCP addressing SHOULD NOT be used. If DHCP addressing is used, the server may not operate correctly, and the client will not be able to connect to the server.

2. If you are planning on installing the Tivoli NetView Language kit, it must be installed prior to installing Tivoli NetView for Windows NT V6.0.2. If the language kit is installed after Tivoli NetView for Windows NT V6.0.2, then Tivoli NetView for
Windows NT V6.0.2 must be reinstalled with the upgrade option.

3. If you are running Tivoli NetView for Windows NT V5.1 and MSSQL, and wish to migrate to MSSQL V7.0, you must first upgrade to Tivoli NetView for Windows NT V6.0, and then migrate to MSSQL V7.0. Tivoli NetView for Windows NT V5.1 was released prior to MSSQL V7.0, and cannot be upgraded to Tivoli NetView for Windows NT V6.0 if MSSQL V7.0 is being used.

4. If you are running the NetView Web Client as a stand-alone application, you will need to download and reinstall the Web Client code from the URL http://host:8080/download, where host is the name of your Tivoli NetView V6.0.2 server. For more information on configuring and running the NetView Web Client as a stand-alone application, see the URL http://host:8080/Running.html and the Tivoli NetView for Windows NT Release Notes, V6.0.

5. The Monitor->Compaq menu items have been removed from the Tivoli NetView console.

6. On Windows 2000, using an account that does not belong to the Administrators group to install or deinstall Tivoli NetView will result in errors. This is due to the user account not having the proper permissions to perform the install or uninstall, which InstallShield is not expecting. To avoid this problem, simply ensure that the account being used to perform an install or uninstall belongs to the Administrators group.
7. New versions of the following files are laid down in `\usr\ov` by the NetViewNT V6.0.2 installation process:
   - `bin\tecad_nv6k.exe` - new executable for the TEC Adapter on Windows NT.
   - `conf\ov_default.rls` - TEC adapter rules to handle specific traps.
   - `conf\tecad_nv6k.cds` - definitions and varbind information for the TEC adapter trap classes.
   - `conf\tecad_nv6k.conf` - configuration information for the TEC adapter.
   - `conf\tecad_ov.baroc` - contains the TEC class definitions for each of the TEC adapter trap classes.
   - `conf\tecSmartsetFilter.conf` - configures which SNMP traps will be filtered out for the TEC adapter.
   - `conf\tecad_nv6k.err` - enables or disables the level of logging and tracing for the TEC adapter.
   - `lrf\tecad_nv6k.lrf` - information used to register the TEC adapter as a NetView daemon.
   - `www\conf\JettyServer.prp` - configuration information for the Web Server.
   - `www\htdocs\warf\en\test.xml` - XML file that specifies the Web Client's Test menu.

If the user migrates from Tivoli NetView for Windows NT V6.0 to V6.0.2, then these files will be replaced and any customization will need to be performed again unless the user manually merges the original files from `\usr\ov_00` into the new files in `\usr\ov`.

8. Tivoli NetView V6.0 initiated support of the Cisco Works 2000 integration model. This release ships with the necessary adapters in the directory `\support\Cisco\i386` on the installation CD-ROM. The `README` file in the directory provides directions for performing the integration. More information about these procedures and the Cisco Works integration model can be found on
9. There is a public mailing list (named NV-L) maintained by the The Kernel Group for the discussion of Tivoli NetView and related topics. The primary use of this forum is for NetView users to exchange ideas. It is not an official customer support channel. Tivoli employees may respond if they wish, but no one is required to do so. Customers who seek an official response from IBM/Tivoli should call their local IBM/Tivoli support number. In the USA, customers may use 1-800-Tivoli-8 for this purpose.

All routine administrative requests (including subscriptions and unsubscriptions) concerning this mailing list are handled by an automated server. Instructions for subscribing, unsubscribing, policies, posting, digest version, and searchable archives, are available at http://www.tkg.com/nv-l.

This mailing list replaces the netview-users mailing list that was run by The University of California at Santa Barbara and the previous one maintained by Stanford University.